GOVERNMENT OF INDIA
PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:2953
ANSWERED ON:11.03.2003
CITIZEN`S CHARTERS
PAWAN KUMAR BANSAL

Will the Minister of PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether the Government have advised all service providing departments, banks, PSUs and State Governments to formulate citizen`s charters;

(b) if so, the broad guidelines issued in this regard; (

(c) whether such charters have been formulated and implemented;

(d) if so, the details thereof; and

(e) if not, the reasons therefor?

Answer

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS AND MINISTER OF STATE IN THE MINISTRY OF PERS(PUBLIC GRIEVANCES AND PENSIONS. (SHRI HARIN PATHAK)

(a): Yes Sir.

(b): Details of broad guidelines issued in this regard are Annexed.

(c) to(e): Yes Sir. 79 Citizen`s Charters have been formulated by Central Government Ministries/Departments/Organisations and 498 Citizen`s Charters have been formulated by Organisations of various State Governments/UT Administrations.

Annex

ANNEX REFERRED TO IN REPLY TO PART (B)OF LOK SABHA UNSTARRED QUESTION NO. 2953 DUE FOR ANSWE 11TH MARCH,2003 ON CITIZEN`s CHARTER RAISED BY SHRI PAWAN KUMAR BANSAL, MEMBER OF PARLIAMEN SABHA)

Citizen`s Charter-Guidelines

(i) The Charter arises from the dissatisfaction of the citizen/consumer/customer with the quality of service we offer.

(ii) To be useful, the Charter must be simple.

(iii) The Charter must be framed not only by senior experts, but by interaction with the cutting edge staff who will finally implement it and with the users(individual organizations).

(iv) Merely announcing the Charter will not change the way we function. Create conditions through interaction and training for generating a responsive climate.

(v) Begin with a statement of the service(s) being offered.

(vi) Place against each service the entitlement of the user, service standards and remedies available to the user for the non-adherence to standards.

(vii) Procedures/cost/charges should be made available online/display boards/booklets inquiry counters etc at places specified in the Charter.

(viii) Indicate clearly, that while these are not justiciable, the commitments enshrined in the Chartetr are in the nature of a promise to be fulfilled with oneself and with the user.

(ix) Frame a structure for obtaining feedback and provide for a scheduled for reviewing the Charter.

(x) Separate Charters can be framed for distinct services and for organizations/agencies attached or subordinate to a Ministry/Department.